



ARIZONA DEPARTMENT OF ECONOMIC SECURITY

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February 25, 2005

WORKFORCE INFORMATION MEMO #05-04 – CHANGE 1
THIS WIA GUIDANCE LETTER SUPERSEDES WIA GUIDANCE LETTER #05-04
Dated July 7, 2004

SUBJECT: WIA Section Procedure for Answering WIA Policy Questions

BACKGROUND: In response to questions from the local staff during the recent WIA Policy Refresher trainings held in May and June, we felt it would be helpful to explain the procedure the Employment Administration – WIA Section uses to answer your WIA policy questions.

PROCEDURE:

Local policy questions should first be phoned in or e-mailed to the appropriate QA Liaison for a response. Please copy via e-mail to Marilyn Nicolls, Bill Gadzia and Lela Alston. Marilyn Nicolls may be reached at 602-542-2288, or via e-mail at mnicolls@azdes.gov. Bill Gadzia may be reached at 602-542-2484, or via e-mail at wgadzia@azdes.gov, or I may be reached at 602-542-1784, or via e-mail at lalston@azdes.gov. Questions that cannot be addressed immediately (i.e. those requiring additional research) will be included on a list of questions for discussion at our next Critical Items meeting. These meetings are held each Monday and include VOS team members, Field Operations staff and Policy staff.

A response to each Critical Items question is formulated and one of the following actions takes place:

1. If a question is specific to only one Local Workforce Investment Area (LWIA), the staff person who fielded the question will respond with an answer via e-mail by close of business (COB) that same Friday.
2. Answers to questions that are relevant to all LWIAs will be either (a) put on the WIA Section's website under FAQs. The link to our FAQs is <http://www.azdes.gov/wia/faq.asp>, or (b) sent out via Workforce Information Memo (WIM) or Workforce Guidance Letter (WGL). All such memoranda issued from calendar year (CY) 2002 to the present can be found on our website at <http://www.azdes.gov/wia/infomemos.asp>.

ACTION REQUIRED: Please ensure that this letter is provided to appropriate staff. Feel free to contact your Quality Assurance Liaison at (602) 542-3957 if you have questions regarding this memo.

Sincerely,

Lela Alston
WIA Section Manager
Employment Administration